Certificate of Express Mailing

"Express Mail" Mailing Label Number: **EJ499500116US**
Date of Deposit: **03/01/1999**
Re: Case: **P3253**
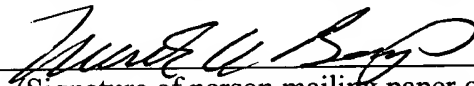Serial Number: **08/948,530**
Filed: **10/09/1997**
Subject: **Apparatus and Methods Enhancing Call Routing To And Within Call-Centers**

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Amendment A.
2. Amendment transmittal.
3. Duplicate Amendment transmittal.
4. Certificate of express mailing.
5. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

_____

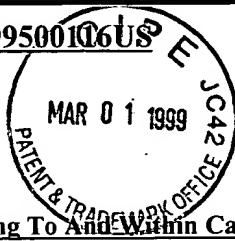(Signature of person mailing paper or fee)

"Express Mail" Mailing Label Number: **EJ499500106US**

CASE DOCKET NO. **P3253**

In reference to application of **Alec Miloslavsky**

Serial No. **08/948,530**

MAR 0 1 1999

For **Apparatus and Methods Enhancing Call Routing To And Within Call-Centers**

Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.

☒ No additional fee is required.

☐ Small entity status of this previously submitted. application under 37 CFR 1.9 and 1.27 has been established by a verified statement previously submitted.

☐ A verified statement to establish small entity status under 37 CFR 1.9 and 1.27 is enclosed.

☐ The fee has been calculated as shown below.

**** CLAIMS AS AMENDED****							
(1)	(2) Claims Remaining After Amendment	(3)	(4) Highest No. Paid For Previously	(5) Present Extra	(6) Rate Small Entity	(7) Rate Large Entity	(8) Additional Fee
Total Claims	13	Minus	**20	0	$11.00	$22.00	$0
Indep. Claims	4	Minus	***4	0	$41.00	$82.00	$0
☐ First presentation of a multiple dependent claim					$135	$270	$0
Extension Fee	☐ 1st Month		☐ 2nd Month		☐ 3rd Month		$0
Total additional for claims and time extensions							$0

** If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

*** If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

**** Multiple dependencies, if any, included in the above calculation.

* If the entry in column 2 is less than the entry in column 4, write "O" in column 5.

☐ A check in the amount of _____ is attached.

☐ Charge $_____ to deposit account _____ (A duplicate of this sheet is enclosed)

☒ Please charge any additional fees or credit overpayment to Deposit Account **50-0534** A duplicate of this sheet is enclosed.

Donald R. Boys
Central Coast Patent Agency
P.O. Box 187
Aromas, CA 95004
(831) 726-1457

Respectfully Submitted, _____

Donald R. Boys
Reg. No. 35,074

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2733
Examiner Huy D. Vu

In Re:	Alec Miloslavsky
Case:	P3253
Serial No.:	08/948,530
Filed:	10/9/97
Subject:	Apparatus and Methods Enhancing Call Routing To And Within Call-Centers

To the Commissioner of Patent and Trademarks
Washington, D.C. 20231

Dear Sir:

AMENDMENT A

In the claims:

All of the claims standing for amendment are reproduced below. Those claims amended herein are marked (Amended), and those claims which are not amended herein are marked (Unchanged).